

QUALITY ASSURANCE NEWSLETTER

Los Angeles Air Force Base, CA

This informational brief is prepared and distributed by 61 CONS/LGCP Division for the use and enlightenment of all Functional Commander/Functional Director (FC/FD) and Quality Assurance Personnel (QAP) as well all outlying organizations supported by Los Angeles Air Force Base (LAAFB), CA. This information is intended to broaden and refresh knowledge of the Quality Assurance Program. QAPs are encouraged to maintain these briefs as part of your permanent file.

WHAT IS THE QAPC?

The Quality Assurance Program Coordinator (QAPC) position is established by the installation commander to ensure the installation services quality assurance program is maintained. Historically, this position was a part-time or an additional duty for a contract specialist. In 2002 a full time position was established and as your QAPC, I Julia Silvas, can be reached at extension 3-5669. I am available to assist you with any questions or problems that you may have. Acting on behalf of American taxpayers and as we contract for more of our Base Operating Support (BOS) services it is imperative that we stress the importance of a strong and effective Quality Assurance Program. This is our primary tool to ensure satisfactory contractor performance is being attained. Quality assurance is a team effort and a responsibility by everyone involved with the specific requirement.

As a minimum, the QAPC manages the base QA program, provides assistance in writing statements of work (SOW), quality assurance surveillance plans (QASP), develops and implements the FC/FD and QAP training program.

WHAT IS A QAP?

The Quality Assurance Personnel (QAP) are assigned by the FC/FD. The QAP is an individual serving as primary or alternate on a contract to satisfy surveillance requirements ensuring that the Government receives the service it

is paying for. QAP must be appointed and trained prior to assuming QA responsibility, these duties take precedence over all other duties.

QAPs are known as Contracting Officer's Representative (COR), Contracting Officer's Technical Representative (COTR), Quality Assurance Evaluator (QAE), Quality Assurance Specialist (QAS), Functional Area Evaluator (FAE), Client Representative (CR) or by some other title. Whichever title these individuals are known by in essence they are serving as a representative designated in writing by a Contracting Officer. In order to perform specific technical monitoring or administrative functions they must have completed the required training, prior to assuming their QAP role. However, they are not authorized to make any commitments or changes that will affect price, quality, quantity, delivery or any other term or condition of the contract (see DFARS 201.602-2).

WHAT IS A FC/FD?

AFI 63-124 defines it as "The person responsible for a functional area. For example the Transportation Commander is the Functional Commander for the Transportation Statement of Work". Functional Commander/Functional Director (FC/FD) duties can not be delegated in writing. The FC/FD remains responsible for their specific requirement.

CHANGE OF QAP

FC/FD must notify the QAPC or Contracting Officer of any QAP change when they are no longer performing QAP duties, as well of any new appointments.

SEMIANNUAL QAP PERFORMANCE REVIEW

The FC/FD should review the QAPs performance, at least semi-annually to assure that the contract surveillance plan is being followed and that there are no other duties which interfere with the QAP's

regular surveillance. The following documentation as a minimum must be retained in the QAP files:

- Copy of FC Management Training certificate.
- Copies of QAP appointment letters.
- Initial review of QAP files to determine suitability for QAP duties (i.e., knowledge, retain ability, mature judgment).
- Copy of Contracting Officer's designation letter to QAP advising of duties and responsibilities.
- Copy of Contracting Officer's letter to contractor addressing designation of QAP.
- Copies of QAP monthly surveillance schedules.
- Monthly overall rating of contractor's performance.
- Phase 1 and 2 training records.
- Copy of the entire contract, QASP, modifications, contract discrepancy reports, customer complaints and any other items pertinent to the specific contract.

PHASE 1 INDOCTRINATION TRAINING

Phase 1 training is approximately 24 hours of concentrated training and all individuals certifying contractor's service must attend this training. Due to the small number of QAP's on base the classes are scheduled on an as needed basis. If you are interested in attending the next class, please call the QAPC at 3-5669.

QAP PHASE 2 TRAINING

Phase 2 training is specific to each contract and conducted by the contract specialist. This training must be accomplished (1) before start of performance on a new contract, (2) before a new QAP starts surveillance, (3) and as refresher training with each new option year (if needed).

RECORDING INSPECTION RESULTS

The QAP must document surveillance as it is being performed not during or before contractor employees accomplish the task. The AF Form 799, Surveillance Activity Checklist or (locally approved form) may be used for this purpose. Surveillance documentation must contain the contract number; a short description of the requirement being surveyed; the contract paragraph number; method of surveillance and the observations; location of surveillance, date, time and the results of the inspections.

REGULATIONS GOVERNING QUALITY ASSURANCE

Does your functional area maintain the required regulations to conduct a successful Quality Assurance program? Are they current? Do you have the AFI? Every organization with actual or proposed contracted services should maintain the following:

AFI 63-124, Service Contracts dated April 1999, AFMAN 37-139, Records Disposition Schedule, and DOD 5000.2 Joint Ethics Reg. AFI 63-124 applies to all service contracts in excess of \$100K annually.

WHAT IS A BRAG?

A Business Requirements and Advisory Group (BRAG) is a business solution team that consists of cross functional personnel that plan and manage service contract outcomes to the satisfaction of its customers. (It is similar to an Integrated Processing Team (IPT).) Key players on the government team are the FD/FC, QAP, CO, contract specialist and the QAPC. Other members of the team serve as advisors. Teamwork is essential for successful completion of service-type contracts throughout the life cycle (see FAR 1.102-3, FAR 1.102-4 and AFI 63-124, Para 1.2.5).

SUGGESTIONS???

If you have any suggestions, comments, ideas for articles -- anything to improve our publication in order to disseminate information to you -- please contact me at 3-5669.